



Australian Government
Department of Veterans' Affairs

HEALTH PROVIDERS

ASSESSMENT GUIDANCE FOR REQUESTING CONTINENCE PRODUCTS

January 2015

INTRODUCTION

The Department of Veterans' Affairs (DVA) has contract arrangements for the delivery of continence products through the Rehabilitation Appliances Program (RAP). Under these arrangements health providers and, where appropriate, DVA beneficiaries, are able to order continence products directly from DVA contracted suppliers.

This ordering process enables the veteran community to receive a better service in the supply of continence products. DVA, health providers and suppliers benefit from simplified administration and a reduction in phone calls. The arrangement for direct ordering of continence products ensures these benefits are delivered.

THE FORM

The Direct Order Form for Continence Products (Order Form) is a standing order form that enables health providers and DVA beneficiaries to reorder items within a two (2) year period unless another assessment and standing order is made. Reassessments must be made using the Order Form. The form can be accessed and downloaded by health providers from the DVA website at:

www.dva.gov.au/providers/provider-programmes/rehabilitation-appliances-program-rap

HEALTH PROVIDERS

Health Providers who may prescribe continence products are Continence Nurse Advisers (RN's or Physiotherapists), Registered Nurses (Div 1) and Urologists. Occupational Therapists are able to prescribe certain items. Local Medical Officers and GPs may also prescribe, although DVA's preference is for them to refer to continence nurses/clinics for a full assessment and prescription of specific items.

Please refer to the DVA RAP Schedule to determine appropriate health providers for the various items. The Schedule is available at: www.dva.gov.au/providers/provider-programmes/rehabilitation-appliances-program-rap.

CONTRACTED SUPPLIERS

DVA undertakes tender processes to contract suppliers who can provide a cost effective and timely delivery service of continence products. All health providers should order directly from one of these suppliers. If there are reasons for not using one of these

suppliers they should contact the DVA RAP team (contact details below) for approval before requesting products from other suppliers.

USE OF THE FORM

First Orders – The prescriber will need to determine the beneficiary's eligibility, which is their possession of either Gold or a White card. To determine eligibility for white card holders please contact the DVA RAP team. After assessing a beneficiary's continence needs a prescriber will complete and then submit the Order Form to a chosen supplier. The supplier, upon receiving the form, will complete and deliver the order. Suppliers will not provide items unless they have physically received a properly completed Order Form that meets the RAP Schedule requirements.

Health providers are required to provide the beneficiary with a copy of the Order Form for re-ordering purposes.

Subsequent Orders – Once the original order has been completed by using the Order Form, subsequent orders can be made, either verbally or in writing by a prescriber, a DVA beneficiary or their nominated representative. Suppliers will not provide items without receiving an order, either in writing or verbally, from one of the above.

Normal deliveries will be made within 2 working days for metropolitan areas and between 3 and 5 working days for regional to remote areas. Beneficiaries should be advised to order their products 2 weeks before their supplies run out to avoid the need for urgent delivery.

CONDITIONS FOR ORDERING CONTINENCE PRODUCTS

RAP provides products according to clinically assessed need in a cost-effective manner and health providers should prescribe/order the simplest and most effective products that will suffice (in terms of health needs and cost) in the fewest number that will suffice.

Health providers and DVA beneficiaries can only order or re-order a maximum of three (3) months supply of items or as determined by any special conditions listed in the DVA RAP Schedule.

If an order is placed that differs from the existing Order Form, a new Order Form from the prescriber will be required. New forms should indicate whether the order is a request for items in addition to the current order, or whether this is a result of a new assessment. If it is the result of a reassessment it will replace all previous order forms and begin a new two (2) year period.

When requests for supplies outside the two (2) year period are made, prescriber will be required to reassess the beneficiary and complete a new Order Form. This assessment may be conducted by telephone if the beneficiary is unable or unwilling to attend the clinic and/or the condition is long term and stable.

Requests through the direct ordering arrangements will not be subject to prior approval and/or order numbers unless the order is for items not on the RAP Schedule and supplier list.

Requests for items not on the RAP Schedule and supplier list must also include details of any products trialled and why they are considered inappropriate to meet the beneficiary's clinical needs. A prior approval number will be provided, if appropriate. When a prescriber wishes to place an order with a supplier who is not included on the contracted supplier list, prior approval must be obtained from the DVA RAP team. Orders for continence products that are not listed on the DVA RAP Schedule are to be requested through the DVA RAP team.

RESTRICTIONS TO SUPPLY OF CONTINENCE PRODUCTS AND CONSUMABLES

Residents receiving a greater level of care – Orders are not to be placed for entitled persons receiving a greater level of care in an Australian Government funded aged care facility. This will generally be a person who is identified as having a high domain category in any one Aged Care Funding Instrument (ACFI) domain or a medium domain category in at least two ACFI domains. The residential care facility is responsible for the provision of continence products to these categories of resident.

ORDERS

Health providers should order products that are on the supplier list. If there is a clinical need for a product that is not included on the supplier list, health providers should contact the DVA RAP team for prior approval, providing clinical information to support the request.

To aid beneficiaries in the direct ordering of continence products, suppliers will be responsible for notifying them that an order has been placed with their organisation, and that they can re-order the prescribed products by contacting the organisation directly instead of the prescriber or DVA.

The standing order is to be reviewed every two (2) years and the beneficiary reassessed to determine that appropriate products are being used. A new Order Form is to be completed and forwarded to the supplier and will be valid for a further two (2) years. The beneficiary may need to be referred to the prescriber by their Local Medical Officer.

ENQUIRIES

Health Providers can contact the DVA RAP teams for any enquiries regarding continence products and supply arrangements by calling the Provider Hotline:

(Please press option 1 when prompted)

Telephone: **1300 550 457**
Regional callers: **1800 550 457**